



# **Hogan Lovells US LLP**

## **Emergency Child Care Center Manual**

## **Child Development Facility Program Policy Statement and Center Manual**

*Hogan Lovells Emergency Child Care Center*  
*555 13<sup>th</sup> Street, NW*  
*Washington DC 20004*  
*202.637.8650*

### **Contact Information**

Name: Hogan Lovells Emergency Child Care Center  
Address: 555 13<sup>th</sup> Street, NW  
Washington DC 20004  
Phone: 202-637-8650 (center)  
202-637-5910 (fax)

### **Facility Management and Staff**

The center is managed by *Bright Horizons Family Solutions*.  
Director: Linda Kumkumian (301.928.7832)  
Lead Teacher: Marcia Green (202.506.7405)  
Regional Manager: Kerri Turner (804.332.1575)  
Hogan & Hartson Contact: Jennifer Anduha (202.637.5898)

### **Who is Bright Horizons?**

Founded in 1986, bright Horizons Family Solutions is the world's leading provider of employee-sponsored child care, early education, back-up care, and work/life solutions. We manage more than 600 full-service centers and back-up child care centers for more than 600 clients around the world.

Bright Horizons Back-Up Solutions is the leader in the most important trends in work-site child care: meeting emergency child care needs at the workplace and offering flexible child care arrangements, such as travel care, conference care, and stormy-day care.

In all our child care programs, we strive to:

- Nurture each child's unique qualities and potential
- Support families through strong partnerships
- Collaborate with employers to build family-friendly workplaces
- Create a work environment that encourages professionalism, growth, and diversity

### **Days & Hours of Operation**

Monday- Friday: 8:15 am – 6:00 pm

Saturday & Holidays: 9:00 am – 5:00 pm (by appointment only) Parents are asked to reserve a space for Saturdays & Holidays by 6:00 pm the preceding business day.

### **Holidays**

The center will be closed on the following days:

Thanksgiving Day

Christmas Day

New Years Day

All other holidays are upon request by 6:00 pm the preceding business day.

### **Ages of Children**

Children ages 2 months to 12 years old are permitted at the center.

### **Reasons for Use**

Family child care providers, nannies, and grandparents get sick or go on vacation. Schools may close unexpectedly. After a move or family or family leave, you may be in between child care arrangements. Child care breakdowns like these can pose serious challenges for you as a working parent. The center can help you in these types of situations by providing a safe environment for children when normal arrangements breakdown.

### **Eligible to use the Center**

Hogan Lovells full-time and part-time employees have access to use the child care center whenever their normal child care arrangements fail. Employees can use the center approximately 20 days per calendar year per child.

### **Baby Start Program**

The Baby Start Program allows Hogan Lovells employees using the Hogan Lovells Emergency Child Care Center located at 555 13<sup>th</sup> St. NW up to thirty (30) consecutive days of back-up child care for parents of infants ages 2 months to one year.

#### ***The Baby Start Program:***

- Provides a smooth transition to your regular child care arrangements
- Provides flexibility in your own transition back to work
- Assist nursing mothers by having their infants nearby

#### ***Baby Start Program Specifics:***

- All infants must be fully registered to reserve care
- Reservations are accepted 30 days in advance on a first come first serve basis and depends on availability and space in the center
- Enrollment in this program does not allow you to combine with current allotted back-up days
- Program must be used upon returning to work

### **Tuition**

Co-pays are payroll deducted. The cost to use the center is as follows:

Weekday: Monday – Friday:

Attorney:           \$10.00(4 hours or less)  
                              \$25.00 (over 2 years old)  
                              \$30.00 (under 2 years old)

Support Staff: \$10.00 (any age)

Saturday & Holiday Fees: \$10.00

There is a 25% discount for each additional child.

### **Provisions for Children with Special Needs**

Some children with special needs may require flexible programming, additional teachers, or special training. If your child has special needs, contact the center Director before making a reservation. While the center is committed to assisting all families, a back-up child care center may not be an appropriate setting for all children. Eligibility will be determined based on the center's ability to provide quality care for each child. If your

child has difficulty adjusting to the program, the center will contact you for assistance. If your child is disruptive to the overall program, the center will make every effort to help your child adapt to the center's environment. If these efforts are unsuccessful, the center reserves the right to ask that you find an alternative arrangement for the day.

### **Typical Daily Schedule**

You may wonder what your child's day in back-up will be like. Here are the answers to frequently asked questions regarding the routine of a typical day in back-up care:

**Arrival:** When your child arrives at the center, he or she must be accompanied by you or another authorized adult. Please allow sufficient time to transition your child and have a conversation with your child's teacher regarding your child's care for the day, particularly on your first visit. You are welcome to stay with your child as long as necessary to help your child adjust to the center.

**Sign-In:** When you enter, sign in and introduce yourself and your child to the staff. You will be asked to fill out a daily information sheet indicating where you will be during the day, including current phone number where you can be reached. Please include any pertinent information about your child with regard to current medications, allergies, or food restrictions. A personalized cubby space will be waiting for your child. If you have not visited the center previously, be sure to ask the staff for assistance in storing your child's personal belongings. You will also receive a Ready to Respond card which lists the 3 evacuation sites for the center.

**Adjusting to the Center:** Separation from parents and adjustment to a new environment may be challenging for children. Bright Horizons teachers are well trained to provide support during this sensitive time. If a child is having difficulty because a parent has left, the teacher will allow the child to express his or her anger or sadness, offer comfort, and try to engage the child in an activity. If the child continues to be upset and cannot be consoled within a reasonable amount of time or refuses to participate in the program, we will call you to discuss how the staff might help your child. Our goal is to help your child adjust and have a successful day.

**Departure:** Children will be released only to a parent, guardian, or other adult previously authorized in writing. At pick-up time, you will receive a daily written report informing you about your child's day. Please allow sufficient time prior to the center's closing time to speak with your child's teacher about your child's day and pack up your belongings. You must sign your child out by the close of the center business hours. Upon sign out, you are responsible for your child.

### **Parent Participation and Access to Facility**

You are encouraged to visit your child at any time during the day. Others wishing to visit children are not permitted unless accompanied by the child's parent, guardian, or authorized non-parent/guardian.

### **Transportation**

**Outside Time:** Children under the age of 3 will ride in either a 1 passenger stroller or a 2 passenger stroller and Children over the age of 3 will walk holding a partner's hand.

There is no vehicle transportation provided.

In case of an emergency situation we use evacuation cribs and travel on foot.

**All parents must sign permission for outdoor activities.**

## **Enrollment**

-All children attending the center must have a completed Bright Horizons Registration Packet in addition to the following DC requirements:

-DC Universal Health Certificate form with current physical, TB test (over 12 months of age), lead test at 12 months of age or twice by the age of 6 and all immunizations up-to-date.

-DC Dental Assessment (for children over the age of 3)

-DC Child Receiving Care Away from Home

-DC Authorization for Emergency Medical Treatment

-DC Travel and Activity Authorization

**There are 2 ways to begin the registration process: Online and calling the center directly.**

To register online:

Go to Channel H Website: <http://channelh/SitePages/Home.aspx>

1) Log onto the link for Bright Horizons: [www.brighthorizons.com/backup](http://www.brighthorizons.com/backup)

2) Click "Register Your Child"

3) Click "Create New Account"

4) Enter Company's Username and Password (password can be obtained from calling the center)

5) You will then be prompted to change your Username and Password to make it your own.

6) Fill out all blue fields in order to complete registration.

7) Must have at least 2 emergency contacts (other than parents/legal guardians) with full information entered and at least 1 must be authorized for medical authorization.

8) Additional DC forms needed for registration and can be found on Channel H are:

-DC Health form completely filled out and signed by physician

-DC Dental form (all children ages 3 and up)

-DC Authorization form for Care Away from Home

-DC Travel Activity form for walks

-DC Emergency Medical Treatment Authorization

-Photos of your child, both parents/legal guardians and at least 2 emergency Contacts

Center Number: 202.637.8650

## **Withdraw of Children & Reservation Process**

-You do not have to withdraw your children from our program, your company notifies us of any terminations.

### **Reservations:**

Saturday & Holiday Care requires parents to call by 6:00 pm the preceding business day prior to the date the reservation is needed.

You may make a reservation request up to 30 days in advance or as late as 8:00 am the day of the need.

All reservation requests will be reviewed and confirmed based on compliance with DC required forms and space in the particular age group requested.

**Cancellations of reservations must be made by 5:00 pm the day before or you are still charged for the day.**

### **Personal Care Items**

To start your child's day off right, consider his or her specific needs and what will make your child feel comfortable in a new environment. Please follow these guidelines:

**Food:** If you have an infant or toddler, please bring an appropriate number of premixed bottles of formula or milk for each feeding, and enough food for the day. Label all bottles and containers with your child's full name. Please be prepared to share information about your child's feeding schedule, including amounts, temperature, and times for feedings. The center does not provide lunch, so parents are asked to prepare a lunch for their child or to arrange to take their child out to lunch.

**Clothing:** Children should wear play clothes, as they may be involved in projects that use paint, water, and other materials. For safety reasons, we strongly discourage drawstrings or dangling jewelry, particularly for younger children. We ask that a change of clothes be supplied for your child.

**Toys:** The center has a wide variety of toys in each classroom. Children are welcome to bring a blanket, pacifier, or a special toy that may ease their adjustment to the center. Other toys from home often cause conflict, and the center cannot be responsible for their safekeeping. Please keep in mind the centers do not allow toys that may be dangerous or encourage fighting, such as weapons and action figures. Please check with center staff concerning guidelines for bringing electronic equipment such as games, music players, and cell phones.

**Diapers:** Please bring enough disposable diapers and wipes for the day, and check with the center staff concerning the use of cloth diapers.

**Identifications:** Please label all clothing and other belongings, such as bottles, cups, and toys with your child's full name.

### **Meals/ Snacks**

**Lunch time is 12:00 pm – 1:00 pm and is provided by parents. Parents can choose to provide a lunch which will be served by staff or parents have the option of taking their child out of the center for lunch.**

Nutritional snacks and juice are provided by the center.

### **Medication Authorization**

Parents are responsible for administering any medication. The center staff does not administer medication.

### **Discipline**

The center is committed to providing an environment that fosters a positive experience for each child. Children are encouraged to use skills that will them to resolve conflicts and have their needs met without the use of aggressive or destructive behavior. When situations occur that require intervention, teachers will provide children with clear explanations as to why specific behaviors is inappropriate and help them find an alternative behavior that fits within classroom guidelines. If your child is having difficulty and is unable to manage his or her behavior, the Director may contact you to ask you to intervene or remove the child from the center. This will be used only as a last resort if all other means to help your child control his or her behavior have failed.

The following guidelines are in place at the center:

No child shall be ridiculed or verbally abused or subject to cruel discipline. Physical restraint is prohibited, unless necessary to protect the health and safety of the child or other people.

No child shall be hit, spanked, or subject to any corporal punishment.

No child shall be denied food as a consequence of behavior, nor will food be given as a reward for good behavior.

No child shall be punished or criticized for soiling, wetting or not using the toilet.

### **Fire Drills**

Practice fire drills are done once a month and documented on a fire drill report form. Procedures are that all children age 3 and under are placed in evacuation cribs. Teachers are responsible for taking the emergency back pack and child tracking sheet (which is a roster for their class that day). The acting manager is responsible for a final sweep of center to make sure that all children and staff have been evacuated and to grab the Ready to Respond book which contains every child's emergency contact information and all staff information. We have a designated meeting point outside of the center and then once everyone is accounted for we decide which evacuation site to go to. See evacuation sites below.

### **Emergency Contingency Plan**

Please pick up a Ready to Respond card when dropping off your child. This card indicates the 3 evacuation sites and a number to call if the center is evacuated. The 3 evacuation sites are listed below:

1. Arnold & Porter Children's Center: 555 12<sup>th</sup> Street, NW
2. Macy's Department Store: 1201 13<sup>th</sup> Street, NW
3. Bright Horizons at Metropolitan Square: 655 15<sup>th</sup> Street, NW

A copy of our Emergency Evacuation Plan is available at the center per your request.

### **Excluding & Readmitting Children Who Are Ill**

The health and safety of each child is of paramount importance to us. In consideration of other families, we do not permit sick children to use the center. We will contact you if your child becomes ill and will keep your child comfortable in a quiet area until you can arrive to take your child home. Children may occasionally seem ill without any clear cause. Please do not bring your child to the center if your child seems "under the weather."

Children with the following symptoms may not use the center:

**Temperature:** An underarm temperature of 100°. Please be sure that your child is fever free at least 24 hours before returning to the center.

**Respiratory Infections/Severe Colds:** Respiratory infections, such as colds and bronchitis, are usually caused by viruses. A persistent "loose" cough and/or a runny nose is considered a severe cold. Please do not bring your child to the center until he or she is symptom free.

**Vomiting or Diarrhea:** Please do not bring your child to the center until at least 24 hours after vomiting or diarrhea has stopped.

**Other contagious diseases:** Your child must be symptom free or have verification from a health provider that he or she is no longer contagious. Communicable diseases include, but are not limited to: chicken pox, coxsackie's virus, german measles, haemophilus influenza, measles, meningococcus, mumps, strep throat, conjunctivitis, impetigo, tuberculosis, whooping cough, giardia lambilia, hepatitis A, salmonella, shigella, lice, scabies and H1N1. The center reserves the right to require verification from a doctor that your child is not contagious before allowing him or her to return to the

center. If your child has recently visited the center and becomes ill with a contagious disease, please inform the staff so that we can notify other parents whose children may have been exposed. The staff will provide information regarding the type of communicable disease, symptoms, and precautionary measures that may be taken, in addition to information about when an infected child may return to care. Please notify the center of your child's condition as soon as possible.

**Disclosure of Information**

The center obtains information on its employees, job applicants, families and client that is protected by our information security program, contractual obligations and federal/state laws. This policy provides guidelines on managing and storing protected information. It is the responsibility of all employees to handle information (both current and past) in accordance with this policy and state regulations, whichever is the stricter of the two.

**Reporting of Unusual Incidents**

All Bright Horizon faculty are mandated reporters who must report to the appropriate state child protective services agency whenever there is reasonable cause to believe or suspect a child is suffering from abuse or neglect from any cause (parent, family member, friend, or faculty member).

**Grievance Procedures**

Bright Horizons Family Solutions encourages parents/guardians who have concerns or complaints to discuss those feelings with Center management. When there is a disagreement between a parent/guardian and the Center management, either one may request assistance from the Regional Manager to resolve the problem.

**Educational & Developmental Philosophy**

Emergent Curriculum: World at Their Fingertips

The World at Their Fingertips program for learning empowers children to become confident, successful, life-long learners and secure, caring people. Teachers help children see the world as an invitation to learn, to grow, and to live fully – to see a world full of possibilities that are within their reach. The program helps children to approach school and academics with skill, confidence, and the drive for excellence.

Please acknowledge that you have read the policies and procedures of the center by signing below.

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent Print Name

\_\_\_\_\_  
Director Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director Print Name